



KONE Elevators & Escalators

Mr. ROBERT FINLAY
HOLIDAY INN EXPRESS
28 - 32 O'CONNELL STREET UPPER
DUBLIN CITY CENTRE
DUBLIN

KONE Ireland Ltd
G7 Calmount Park
Calmount Ave
Ballymount
Phone: 01 4296203
Fax: 01 4296292
www.kone.ie

Your Business Partner:
Ciara McFarlane
ciara.mcfarlane@kone.com

Quotation No. T-0002001409 v2

19.10.2017

KONE Care® for your equipment

Dear Mr. ROBERT FINLAY

KONE Care covers the maintenance of elevators and escalators. The Care service we provide is the most comprehensive in the industry and will help you achieve the best performance, reliability and safety for your equipment.

KONE Care™ Premium solution provides reliable, high-quality maintenance and includes a superior service level for agreed service hours and response times. Maintenance costs are fully predictable. This is the preferred solution if disruptions to your equipment would have a direct impact on your business.

KONE Care™ Standard is a solution, which is a good choice for reliable and top-quality maintenance. This simple and transparent contract provides compliance with safety laws and standards.

We trust that you find this offer acceptable. Please sign and return both copies of the contract. We will then countersign and return one copy to you and hold one copy on file for our own records.

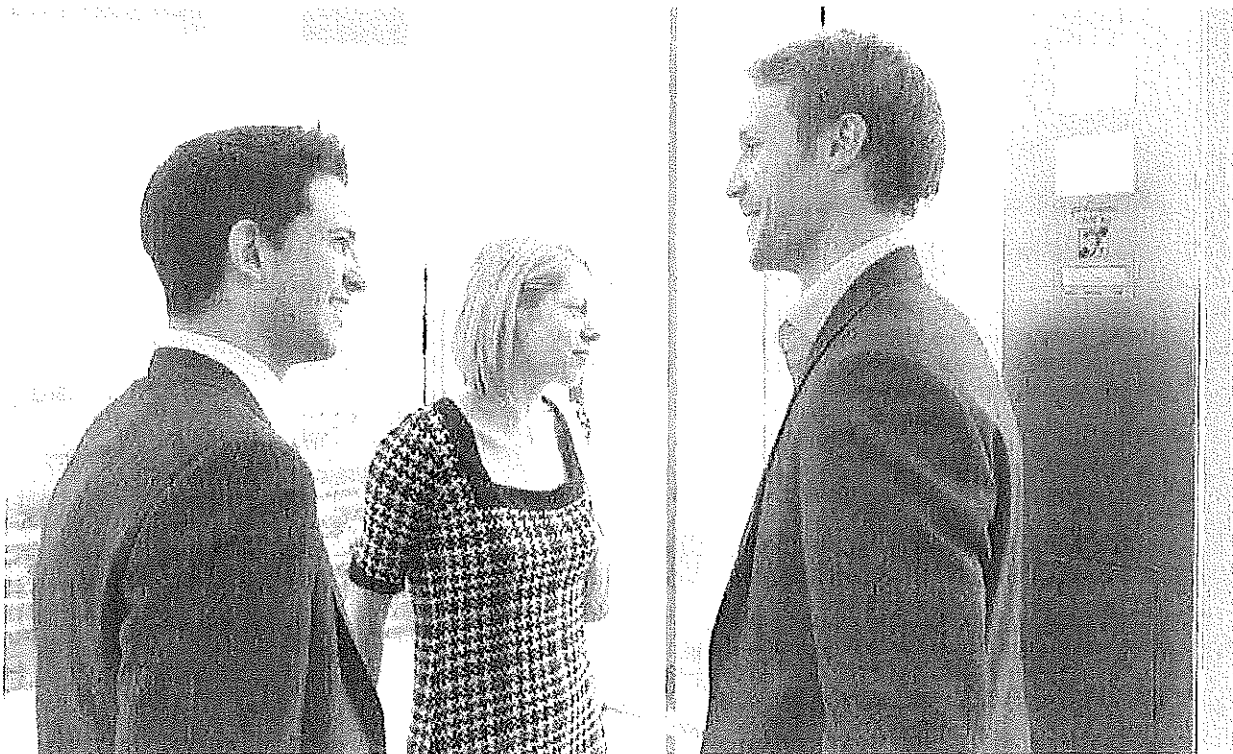
Please do not hesitate to contact me in case of any questions.

With best regards

Ciara McFarlane	
KONE (Ireland)Ltd	

Registered office G7 Calmount Park Calmount Avenue Ballymount Dublin 12 www.kone.ie Registered in Ireland No. 123145	Directors S. Adair J. Burke D. Pye				
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Dedicated to People Flow™



Maintenance - KONE Care®

Project: HOLIDAY INN EXPRESS
Date: 19.10.2017
Issued by: Ciara McFarlane
Quotation No. T-0002001409 v2

KONE Care Premium (Elevator)**KONE Care Standard (Elevator)****Between the Customer:**

Name: HOLIDAY INN EXPRESS
28 - 32 O'CONNELL STREET
UPPER
DUBLIN CITY CENTRE
DUBLIN

Invoice
address:
(if different)

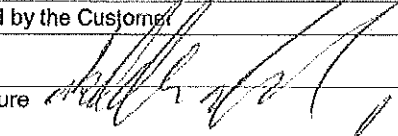
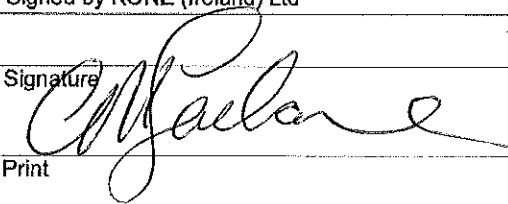
Ireland

and Contractor KONE (Ireland) Ltd

KONE (Ireland) Ltd
G7 Calmount Park
Calmount Avenue
Ballymount
Dublin 12

This contract is hereby concluded on the basis of the attached General Terms and Conditions for Maintenance Services and with the detailed description of the work. All the listed equipments shall be integral parts of the contract.

General contract agreements	
Contract start date	01/10/2017
Contract term	3 year Contract
Invoicing	QTR ADV
Due date	
Contract price per annum, net excluding VAT	€6,150.00

Signed by the Customer	Signed by KONE (Ireland) Ltd
Signature 	Signature 
Print ABDALLA AHMED	Print Ciara McFarlane

Appendices: Appendix, Equipments
 Appendix, Service description
 Appendix, Other required details
 Appendix, General Terms of Business

Appendix - Equipments

The following equipments shall be covered by this contract

Scope of contract: KONE Care Premium (Elevator)
Equipment type: Elevator

Equipment number	Location	Technical platform	Num. of landing doors	Annual price
42403245	HOLIDAY INN EXPRESS HOTEL	Monospace	7	€ 1,950.00
42403246	HOLIDAY INN EXPRESS HOTEL	Monospace	8	€ 1,950.00
42403247	HOLIDAY INN EXPRESS HOTEL	Monospace	8	€ 1,950.00

Appendix - Service description

Scope of contract: KONE Care Premium (Elevator)
Equipment type: Elevator

This contract meets all the relevant requirements of the current statutory regulations.

Agreed contents of the work

- ☒ KONE Modular based maintenance™
- ☒ KONE Customer Care Centre™
- ☒ Call-out Service
- ☒ Labour for Call-out Service
- ☒ Spare parts for Call-out Service
- ☒ Callout response times
- ☒ Service hours
- ☒ Service repair
- Authority Service
- ☒ Voice Link service
- ☒ Entrapment Rescue Service
- ☒ Customer notification service
- ☒ MBM Scheduled Working hours

Description of work

KONE Modular based maintenance™

Modular Based Maintenance (MBM) is a KONE Global Modular based maintenance method. Maintenance activities (modular) are based on different technical characteristics of the equipment including environment and usage levels. The Service meets all local legal requirements and standards. The Modules are designed to pay particular attention to the vital areas in a timely manner at each visit. MBM has been developed in order to maximise the Safety and Reliability of the elevator for the user.

KONE Customer Care Centre™

Customer has 24 hour access to **KONE Customer Care Centre** that ensures support for Customer and End- User whenever needed. The Care Centre is resourced by trained staff in order to deal with requests in a prompt and efficient manner. Customer and end-users can report any failures and faults in their equipment. Triggers requests for Call-Outs, Entrapment Rescue Service and other maintenance activities.

Call-out Service

24 Hour Emergency Call Out Service minimises disruptions to the customer/end user in equipment failure situation by restoring the equipment to normal operation in an efficient and timely manner. Designed to solve unexpected equipment failure, equipment stoppage or erratic operation requiring immediate action. Technician will be dispatched on site within predefined and agreed timeframe to restore normal operation.

Labour for Call-out Service	Call Out Labour is included as specified in Service Hours below.
Spare parts for Call-out Service	Spares are chargeable unless otherwise stated below.
Service repair	Spares Coverage is included in our annual contract fee.
Voice Link service	Accurate Service Repair decreases safety risks and downtime and lengthens equipment life cycle. KONE Service Repair brings the equipment back to its original operating level. Service Repair restores equipment's existing level of safety and performance. Such repairs will be included in the annual contract fee during normal working hours . KONE Voice Link Service ensures passenger safety in emergency situations for Existing Lifts that connect to our 24 Hour Monitoring centre. This is a communication service that enables two-way communication from the elevator car to the KONE Customer Care Centre.
Customer notification service	Communication by electronic copy of activities performed by engineers during Service Visit. Pre-determined email addresses or fax numbers are required.
Entrapment Rescue Service	Entrapment Rescue Service assures building end-user safety and restores passenger satisfaction with professional actions in entrapment situation. Entrapment Rescue Service is designed to release an entrapped passenger quickly and safely. KONE emergency procedure ensures that technician is immediately dispatched to minimise response to the elevator entrapment situation. Voice Link Service allows direct phone connection from elevator car to KONE Customer Care Centre .
Callout response times	4 Hour response time within agreed Service Hours.
Service hours	24/7 Call Out Service (in addition to normal working hours Monday – Thursday 08:30 - 17:00 and Friday 08:30 -16:00)
MBM Scheduled Working hours	Maintenance scheduled during normal working hours (Monday – Thursday 08:30-17:00 and Friday 08:30 - 16:00)

Exclusions

The following work shall not be covered by the contract: Modernisation of the equipment, installation of new or additional equipment and parts which represent a constructive or safety improvement of the equipment even if these are demanded by experts, authorities or insurance companies. The supply of other technical solutions comprising new technology if identical parts are no longer available. The delivery and installation of lighting elements is not included. The rework, repair and replacement of equipment parts whose function is subject to external influences if they cannot be repaired as part of the work agreed in the contract. The rectification of damage caused by the effects of fire, water, moisture, building settlement, overloading or incorrect use of the equipment, vandalism or other causes which are not the responsibility of the contractor. The payment of testing charges by the inspection body or by experts for regular tests unless agreed to the contract. Cleaning the rooms in which the equipment operates from dirt that is not caused by the operation of the equipment. The contractor shall advise the customer fully about modernisation work and repairs which go beyond the scope of the work agreed in the contract and about the installation of new or additional equipment and shall offer the customer solutions which are state of the art and comply with statutory regulations and requirements.

Appendix - Equipments

The following equipments shall be covered by this contract

Scope of contract: KONE Care Standard (Elevator)
Equipment type: Elevator

Equipment number	Location	Technical platform	Num. of landing doors	Annual price
	HOLIDAY INN EXPRESS - DPL	Dumbwaiter	2	€ 300.00

Appendix - Service description

Scope of contract: KONE Care Standard (Elevator)
Equipment type: Elevator

This contract meets all the relevant requirements of the current statutory regulations.

Agreed contents of the work

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- ☒ KONE Customer Care Centre™
 - Call-out Service
 - Labour for Call-out Service
 - Spare parts for Call-out Service
- ☒ Callout response times
- ☒ Service hours
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Description of work

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Voice Link service

KONE Voice Link Service ensures passenger safety in emergency situations for Existing Lifts that connect to our 24 Hour Monitoring centre. This is a communication service that enables two-way communication from the elevator car to the KONE Customer Care Centre.

Customer notification service

Communication by electronic copy of activities performed by engineers during Service Visit. Pre-determined email addresses or fax numbers are required.

Entrapment Rescue Service	Entrapment Rescue Service assures building end-user safety and restores passenger satisfaction with professional actions in entrapment situation. Entrapment Rescue Service is designed to release an entrapped passenger quickly and safely. KONE emergency procedure ensures that technician is immediately dispatched to minimise response to the elevator entrapment situation. Voice Link Service allows direct phone connection from elevator car to KONE Customer Care Centre .
Callout response times	4 Hour response time within agreed Service Hours.
Service hours	Normal working hours are Monday – Thursday 08:30 - 17:00 and Friday 08:30 -16:00 .
MBM Scheduled Working hours	Maintenance scheduled during normal working hours (Monday-Thursday 08:30-17:00 and Friday 08:30 - 16:00)

Exclusions

The following work shall not be covered by the contract: Modernisation of the equipment, installation of new or additional equipment and parts which represent a constructive or safety improvement of the equipment even if these are demanded by experts, authorities or insurance companies. All Call Outs and Service repairs to equipments are chargeable. The supply of other technical solutions comprising new technology if identical parts are no longer available. The delivery and installation of lighting elements is not included. The rework, repair and replacement of equipment parts whose function is subject to external influences if they cannot be repaired as part of the work agreed in the contract. The rectification of damage caused by the effects of fire, water, moisture, building settlement, overloading or incorrect use of the equipment, vandalism or other causes which are not the responsibility of the contractor. The payment of testing charges by the inspection body or by experts for regular tests unless agreed to the contract. Cleaning the rooms in which the equipment operates from dirt that is not caused by the operation of the equipment. The contractor shall advise the customer fully about modernisation work and repairs which go beyond the scope of the work agreed in the contract and about the installation of new or additional equipment and shall offer the customer solutions which are state of the art and comply with statutory regulations and requirements.

